

Job Duties
For the
MetroCall 311 Neighborhood Association Liaison

1. Record the Concern

MetroCall 311 Neighborhood Association Liaison would attend all of your neighborhood meetings and whenever a concern comes up that needs action and follow up, they would write it down.

(Forms can be downloaded from the MetroCall 311 Neighborhood Association Liaison website)
<http://louisvilleky.gov/metrocall/iwantto/liaison>

2. Enter the Concern

After the meeting, the MetroCall 311 Liaison would enter the list of the concerns into the MetroCall 311 system. This could be done:

- By Email MetroCall@louisvilleky.gov
- On Line at www.louisvilleky.gov/metrocall
- By Calling MetroCall 311 or 574-5000

3. Record the 7-digit Service Request Number

- If you enter your concern by email or internet, you will receive a reply email with the 7-digit Service Request Number.
- If you enter your concern by phone, make sure to ask the MetroCall customer service representative for the 7-digit Service Request Number before you exit the call.
- Record this number on the MetroCall 311 Neighborhood Liaison Action Item Update sheet

4. One Week Before Your Association Meeting

One week before your association meeting, the MetroCall 311 Neighborhood Association Liaison emails the 7-digit Customer Service Numbers to MetroCall and requests an update on each issue. MetroCall will email back a report giving the status of each item.

5. Report Action Updates at Each Association Meeting

The MetroCall 311 Neighborhood Association Liaison would be on the agenda for every association meeting and give an update to the board on the progress of each concern. And the cycle continues, because new concerns will be voiced at each meeting!